

Jan. 29, 2015

## Manager's View

A Message from County Manager Tom Zdunek

### **New Year, New Opportunities**

Good morning Bernalillo County employees,

A new year brings new opportunities. Our administration is moving forward with many common sense organizational changes that will allow us to work more intelligently and more efficiently.

Many of these changes came from county department directors and managers directly involved in carrying out our public service mission to the community.

Each of these changes better aligns our staff with other professionals working toward common goals. These changes also save money by eliminating overhead expenses as staff retire or move into other jobs at the county.

As you know, the county is facing a very serious budget shortfall in the 2016 fiscal year. It's critical that we work more efficiently to minimize our expenses and continue to follow through on delivering excellent public services to the people of Bernalillo County.

But many of these changes were under way long before the county faced our current budget pressures.

I'm committed to a stronger, more responsive customer service approach for local government, and eliminating duplication of services whenever possible.

The Bernalillo County Commission and the taxpayers expect nothing less.

The following changes are broken out by division.

#### **Public Safety Division**

The Contact Center has been moved to the Public Safety Division and combined with the county's 911 dispatch center, creating the newly-named Emergency and Information Services Department.

The Contact Center provides a human contact between local government and the community, answering questions on everything from the Metropolitan Detention Center to roads and general questions about county government. Call (505) 468-7777 for more information.

#### **Public Works Division**

The Community Custody Program, which removes graffiti and litter using inmate labor, is now housed in Public Works.

The Solid Waste and Diversified Services Department was eliminated when the former director retired last year. The various functions of the department have been distributed to other departments throughout Public Works, which gives section managers more authority and the ability to be more responsive.

The Public Works Information Technology, Review and Permitting and Natural Resources Sections are now located in the Infrastructure Planning and GEO Resources Department.

The Solid Waste Curbside Program, East Mountain Transfer Station, Graffiti Removal Program and Diversified Services Administration now report to the Operations and Maintenance Department.

The Right of Way Section reports to the Technical Services Department.

### **Community Services Division**

The county's planning professionals have been centralized into a new Planning and Capital Projects Section, located in the Planning and Development Services Department (formerly the Zoning, Building and Planning Department.)

I'm confident this move, especially, will lead to greater coordination and better use of public resources across the entire organization.

The Cultural Services Section is now located in the Parks and Recreation Department, and a new county events team is scheduled to launch later this year.

Reflecting the changing nature of communications needs for a diverse audience, the Public Information Department's name has been changed to Communications Services Department.

Finally, special projects staff have been reassigned to the Office of Health and Social Services, which is charged with addressing the county's health goals. We've already seen great progress on this front as different departments come together to address issues like childhood obesity, diabetes and drug abuse.

### **Finance Division**

The Accounting Housing Section has been absorbed by the Accounting and Budget Department, which provides more coordination and transparency for federal funds.

The Accounts Payable Section has moved to the Procurement and Business Services Department, aimed at streamlining the county's payment processes.

Additionally, the Office of Homeland Security and Emergency Management has moved to the Risk Management Department and the Payroll Section has moved to Human Resources.

And the Budget and Business Improvement Department is being dissolved. The former director is Shirley Ragin, who has been promoted to Deputy County Manager for Finance. The various sections of this department are being dispersed to other departments in the Finance Division.

The Budget Section has moved to the Accounting Department; the Travel Section now reports to Procurement and Business Services and the Enterprise Resource Planning Section reports to Deputy Manager Ragin.

Please note the most recent organizational chart attached to this email. This chart is also available on the Insider.

In closing, I want to thank each of you for your contributions to improving Bernalillo County's quality of life and for providing excellent service to the taxpayers and families we serve. We've made great progress over the last few years and should be proud of our accomplishments, including the award-winning Open Space Program, our hard-earned AAA bond rating and major reforms at the Metropolitan Detention Center.

I look forward to hearing from you as we enter the new year. If you have suggestions for how to improve efficiencies at Bernalillo County, please contact Heidi Warren at [manager@bernco.gov](mailto:manager@bernco.gov).

Thank you.

Tom